



Drug & Alcohol Professional Certification

Workplace Assessment

SCDHSC3111 Promote the rights and diversity of individuals

[From the Skills for Care & Development NOS. Formerly also known as DANOS AA4/DANOS HSC 3111.]

For this unit you will be expected to promote the capacity of individuals to exercise their rights and responsibilities and promote a culture which values and respects the diversity of all individuals.

Name of applicant:

I confirm that I am the line manager / supervisor for the above named.

I have assessed the applicant's competence in relation to each of the numbered items listed overleaf and have placed my initials against each numbered item to indicate my satisfaction that the applicant has demonstrated the competence to which it refers (see notes below).

My assessment of the applicant's competence in this unit is based on the following (see notes below):

Name:

Signed:

Date:

Notes

You should 'sign off' the applicant's competence in relation to each of the items listed below only where you have clear evidence that they have demonstrated the appropriate knowledge or skills in real life settings. Your assessment should be based on one or more of the following: observation of the applicant's practice, your supervision of the applicant, evidence provided by an appropriate third party (such as clients / colleagues / previous supervisor/line manager). Note - completion of a training course does NOT itself provide evidence of competence in a particular area.

In some cases the applicant will not have the opportunity within their existing position to demonstrate all of the required competences. Where this is the case, arrangements will need to be made for their competence to be assessed in an alternative setting (such as on placement), or, where applicable, for it to be confirmed by a supervisor / line manager from a previous post.

Performance criteria

To perform to the standard you must ensure that:

1. you provide up to date information, appropriate explanations and support to enable the individual and key people to understand their rights and responsibilities
2. you provide up to date information, appropriate explanations and support to enable the individual and key people to exercise their rights
3. you work in ways that demonstrate to others how to respect and promote the views, choices and wishes of individuals and key people
4. you work in ways that demonstrate to others how to promote active participation to maximise the individual's control over their own life
5. you demonstrate through your practice how to promote the right of the individual to make informed choices and decisions about their life and well-being, and about taking and managing potential and actual risks
6. you interpret the rights and responsibilities of the individual in a way that is consistent with the law, regulation and work setting requirements
7. you provide up to date information, appropriate explanations and support to enable the individual and key people to acknowledge the complexities of decisions that may need to be made in order to balance their rights, preferences and responsibilities
8. you seek assistance when conflicts arise that you cannot deal with
9. you work with the individual, key people and others to understand the cultural experience, background and beliefs of the individual
10. you identify how and where to access expertise on specific cultures or aspects of culture
11. you access expertise and advice from people, groups and networks to enhance your understanding of the individual's culture, background and beliefs
12. you work with the individual, key people and others to enhance aspects of the environment, practice and behaviour that are beneficial to an inclusive culture

13. you work with the individual, key people and others to address aspects of the environment, practice and behaviour that may create barriers to an inclusive culture
14. you ensure that activities and practices use the individual's culture and life experiences as a resource
15. you support the individual to consider how they may wish to build upon their cultural experience in ways that promote participation, inclusivity and co-operation with others
16. you demonstrate through your practice how to support the individual's right to communicate using their preferred language and method
17. you model behaviour that encourages others to work in ways that promote equality and respect diversity
18. you challenge practices and processes that prevent the individual having equal opportunity to services, support and facilities
19. you seek assistance when you are having difficulty promoting equality and diversity
20. you work in ways that demonstrate to others how to support the right of the individual to access information about themselves
21. you disclose information about the individual only to those who have the right and need to know, and once proof of identity has been obtained
22. you encourage others to disclose information only to those who have the right and need to know, and once proof of identity has been obtained
23. you ensure that records and reports about work with the individual are completed within confidentiality agreements and according to legal and work setting requirements
24. you maintain confidentiality when storing and accessing information about the individual
25. you work in ways that demonstrate to colleagues how to respect and protect the privacy of the individual when handling information about them
26. you ensure your own practice is always consistent with the law, regulation and work setting requirements
27. you support others to work within the law, regulation and work setting requirements
28. you use sensitively and responsibly the influence that accompanies your job role and responsibilities
29. you support others to use their influence sensitively and responsibly
30. you work in ways that demonstrate you are honest, trustworthy, reliable and dependable at all times
31. you encourage others to be honest, trustworthy, reliable and dependable in their work

32. you work with others to ensure all communication is appropriate, open, accurate and straightforward

33. you ensure that you honour your work commitments and support colleagues to do the same

34. you ensure that you and others declare any personal interests that might influence judgements and practice

35. you work in ways that demonstrate to others how to support the right of the individual to compliment, comment and complain about services they are receiving and to have any comments and complaints taken seriously

Knowledge and Understanding

To perform competently in this unit, you need to know and understand:

Rights

1. legal and work setting requirements on equality, diversity, discrimination and rights
2. your role in promoting individuals' rights, choices, wellbeing and active participation
3. your duty to report any acts or omissions that could infringe the rights of individuals
4. how to deal with and challenge discrimination
5. the rights that individuals have to make complaints and be supported to do so

Your practice

1. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
2. your own background, experiences and beliefs that may have an impact on your practice
3. your own roles, responsibilities and accountabilities with their limits and boundaries
4. the roles, responsibilities and accountabilities of others with whom you work
5. how to access and work to procedures and agreed ways of working
6. the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
7. the prime importance of the interests and well-being of the individual
8. the individual's cultural and language context
9. how to build trust and rapport in a relationship
10. how your power and influence as a worker can impact on a relationship

11. how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
12. how to work in partnership with individuals, key people and others
13. how to manage ethical conflicts and dilemmas in your work
14. how to challenge poor practice
15. how and when to seek support in situations beyond your experience and expertise

Theory

1. the nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support
2. theories underpinning our understanding of human development and factors that affect it

Personal and professional development

1. principles of reflective practice and why it is important

Communication

1. factors that can affect communication and language skills and their development in children, young people and adults
2. methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

1. your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
2. practices for the prevention and control of infections

Safe-guarding

1. the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
2. indicators of potential harm or abuse
3. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
4. what to do if you have reported concerns but no action is taken to address them

Handling information

1. legal requirements, policies and procedures for the security and confidentiality of information

2. legal and work setting requirements for recording information and producing reports

3. principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

1. how and where to access information and support that can inform your practice relating to rights and valuing diversity

2. how to help others use power and influence sensitively and responsibly